

Memorandum of Agreement

between

NASA Integrated Services Network (NISN)

and

Goddard Space Flight Center (GSFC)

for

NISN Host Center Support

06 / 2006

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Goddard Space Flight Center (GSFC)
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Memorandum of Agreement between NASA Integrated Services Network (NISN) and Goddard Space Flight Center (GSFC) for NISN Host Center Support

Introduction

1.1 Purpose

The purpose of this Memorandum of Agreement (MOA) is to document agreements between the National Aeronautics and Space Administration (NASA) Integrated Services Network (NISN) and the Goddard Space Flight Center (GSFC) relating to NISN-provided Wide Area Network (WAN) and telecommunications support at that Center.

1.2 Scope

NISN provides wide area data networking and telecommunication services to NASA Centers/programs/projects, operating locations, approved and sponsored contractor locations, international space agency partners, and affiliated universities. In providing these services, NISN relies on Host Center(s) to provide support for real property, facilities, and services (i.e., utilities, and security). The MOA defines the services provided by NISN to GSFC and by GSFC to NISN as of the date of the MOA and codifies in one document the existing understandings between NISN and GSFC regarding this mutual support.

1.3 Reviews and Changes

This agreement shall be reviewed annually or as required for updates or changes. Changes shall be made only with the mutual consent of NISN's Project Office and GSFC. If either party wishes to discontinue or modify this agreement, at least 90 days' notice shall be given to the other party via written notification.

2. Applicable Documents and any subsequent versions

- a. NISN-3000-4200, Revision 7, 20 April 2005, NISN Services Document (NSD)

Note: The current version of the NSD is available in the document repository located on the Internet's World Wide Web service at <http://www.nisn.nasa.gov>.

- b. NISN-SOP-0002, NASA Integrated Services Network (NISN) Standard Operating Procedure for Trouble Reporting, Activity Scheduling, Mission Freeze, Major Outage Notifications and Operating Level Agreements (OLAs)
- c. Project Service Level Agreements (PSLA), negotiated annually

- d. NISN 3000-4527 DRAFT, NISN Service Request (NSR) Process
- e. Host Center Agreements for Mission Services
- f. NPR 1600.1, 3 Nov 2004, NASA Security Program Procedural Requirements
- g. NPD 1600.2D, 28 Apr 2004, NASA Security Policy
- h. NPR 1620.3, 12 Aug 2004, Physical Security Requirements for NASA Facilities and Property
- i. NPR 2800.1, Change 1, 17 Sep 03, Managing Information Technology
- j. NPD 2800.1A, 18 Aug 2004, Managing Information Technology
- k. NPR 2570.1, 24 Apr 2003, NASA Radio Frequency (RF) Spectrum Management Manual
- l. NPD 2570.5D, 17 October 2005, NASA Electromagnetic (EM) Spectrum Management
- m. NPR 2810.1, 26 Aug 99, Security of Information Technology, Revalidated 8/12/04
- n. NPD 2810.1C, 7 April 2004, NASA Information Security Policy
- o. NITR 2810-1, 15 Sep 2003, Wireless Requirements
- p. NITR 2810-2, 28 Jun 2004, Information Technology (IT) System Security Requirements
- q. NITR 2810-3, 28 Jun 2004, NASA Internet Publishing Content Guidelines

3. Services

- a. NISN shall provide Wide Area Network (WAN) telecommunications services in support of NASA operating locations, mission directorates, programs, and projects. NISN maintains a web page at <http://www.nisn.nasa.gov> that provides information on available NISN services as well as NISN contacts and other useful data.

4. Personnel

- a. NISN shall:
 - 1. Provide Civil Servant NISN Customer Interface Group (CIG) co-lead at GSFC.
 - 2. Provide contractor personnel to support the CIG and serve as NISN Customer Service Representatives (CSR) to their respective NASA Centers / Facilities. These personnel are available to facilitate the requirements development and planning process.
 - 3. Provide on-site contractor personnel support to the NISN WAN Gateways at GSFC. These personnel are responsible for installation, operations, and maintenance of NISN Mission Support equipment and circuits.
 - 4. Provide Requirements Planning, Engineering, Acquisition, Implementation, Installation, Operations, and Configuration Management personnel to actively work with each host organization to develop, implement, and operate data

networking and telecommunication solutions to efficiently meet its specific requirements.

b. Center shall:

1. Appoint a primary and alternate Civil Servant to function as its Center Representative for matters involving NISN (the "NISN Center Representative"). In general terms, a NISN Center Representative should be a senior person who is able to commit the organization in areas such as the communications networks budget, requirements for service, and policy. The functions of a NISN Center/Program Representatives are as follows:
 - (a) Gathering and verifying network requirements
 - (b) Coordinating requirements with NISN CIG
 - (c) Initiating requests for studies or cost estimates to the NISN organization
 - (d) Receiving and facilitating the distribution of NISN information
 - (e) Participating in Center/program requirements reviews
 - (f) Interfacing with the NISN Team
 - (g) Coordinating local installation activities in support of NISN services
 - (h) Facilitating facility modifications as required
 - (i) Representing Center/Program at NISN Customer Forums
 - (j) Facilitating validation of NISN billing information for services
 - (k) Coordinating funding issues
 - (l) Identifying issues and areas of concern
 - (m) Providing contract evaluation input
 - (n) Ensuring requirements provided to NISN and services provided to their Center customers are consistent with Agency and Center policy
 - (o) In addition, this person will require direct access to the local Center Chief Information Officer (CIO) organization as well as other local organizations such as Facilities, Transportation, Chief Financial Officer (CFO), Program/project funding contacts, etc., at their respective Centers/contractor site.
2. Provide on-site and/or on-call personnel to actively work with NISN personnel to develop, implement, and operate data networking and telecommunication solutions required by the Center or one of its tenants.

5. Access and Badging

NISN requires access to Centers and facilities to support NISN services for its NISN employees, contractors, and vendors, 365 days a year, 24 hours a day.

- a. NISN shall:
 1. Require NISN personnel or personnel conducting NISN business to provide information to each Center as required to gain access to the Center.
 2. Require NISN personnel or personnel conducting NISN business to attend all training required to gain access to Center facilities.
 3. When available, NISN employees, contractors, and vendors with Center badges and/or Personnel Reliability Program (PRP) authorization will escort and monitor any NISN employees, contractors, and vendors that do not have Center badges and/or PRP or may be awaiting PRP authorization.
- b. Center shall:
 1. Provide NISN employees, contractors, and vendors access to areas required to support NISN services at their respective locations.
 2. Provide requirements and procedures necessary for gaining access to site/facility so that NISN may distribute the information to NISN employees or vendors requiring access.
 3. Ensure NISN employees are included on list of employees allowed immediate access to the site/facilities immediately after a disaster.
 4. Provide any specialized access training required for access to site or facilities.
 5. Provide PRP paperwork and authorization for NISN employees, contractors, and vendors at each location that utilizes NISN services, consistent with Center policy.
 6. Provide points of contact that will be available to escort non-badged NISN personnel, contractors, or vendors into Center facilities or into areas requiring special badges (i.e., PRP), in the event that badged NISN personnel are not available, to allow NISN to maintain and operate its services at each Center.

6. Facilities

NISN use of Center real property and facilities is for the mutual benefit of GSFC and NISN for the delivery of data and telecommunications services required by the Center. These facilities and real property may be used by NISN for the installation of telecommunications equipment, personnel offices, and storage. Use of this real property and facilities by NISN includes use (1) by contractor personnel supporting NISN's customer service, operations, and maintenance activities and (2) for the installation of equipment and services contracted for by NISN in response to GSFC requirements.

- a. NISN shall:

1. Coordinate with and obtain approval of the designated NISN Center Representative before requesting modifications to the NISN-occupied real property, facilities, and supporting utilities from the appropriate host organization.
 2. Follow standard NASA policies that govern the use of real property on a Center or contractor site. It is the responsibility of NASA contractors to manage its sub-contractors and vendors, and to provide accurate and timely documentation to the authorized NASA Center and/or contractor liaison for real property.
- b. Center shall:
1. Provide NISN on-site meeting room or space for meetings and/or teleconferences.
 2. Provide NISN the use of the real property and facilities described below for the WAN Gateway (located in Building 1), and the Mission Operations facility (located in Building 3/14):
 - (a) Building 1, NISN Gateway 4428 Square Feet
 - (b) Building 1, Uninterruptible Power Supply (UPS) Room, 240 Square Feet.
 - (c) Bldg 14, NISN Mission Service, 21,000 Square Feet.
 - (d) Building 3, UPS Room and Frame Room. 10,000 Square Feet.
 - (e) Building 32, Room N0005, 750 Square Feet.
 - (f) At this point, no alternate Gateway or alternate location for Mission Operations has been identified. However, this issue will be addressed by the GSFC Center Disaster Recovery Plan.

7. Earth Station Lease Agreements

- a. NISN shall:
1. Manage the contractual agreements for the satellite Earth Stations.
 2. Coordinate with the Center when negotiating Earth Station lease agreements to ensure Center interests and issues are addressed.
 3. Provide information required for Center to obtain frequency clearances.
- b. Center shall:
1. Provide real property and facilities support to NISN as required. Earth Station facilities are located in Buildings 601, 602, and the adjacent associated antennas.
 2. Obtain necessary approval for NISN to operate in specified frequencies.

8. Mission Essential Infrastructure (MEI) Critical Infrastructure Interdependencies for NASA Assets

Based on criteria found in NPR 1600.1, Appendix H, there are two types of assets that should be considered for MEI "protection". One asset type is the facilities and services themselves that are

required for NASA to function (deemed MEI to NASA). The second asset type to be considered is critical infrastructure or interdependencies that MEI classified systems or services rely upon to be fully functional. These assets do not necessarily have to be classified as MEI but they do require the same protection scheme. (This information is contained in NPR 1600.1 Appendix H in section 4). The NISN Gateway falls under the category of an MEI interdependency. Since each Center houses one of the NISN gateways in its facilities, those assets need to be considered and included in the Center Continuity of Operations and Disaster recovery plans.

- a. NISN has identified the following MEI facilities:
 1. Mission Network assets:
 - i. NISN IOnet - Bldg 14/room S-181, NISN Mission Service, 21,000 Square Feet
 - ii. NISN IOnet - Building 3, UPS Room and Frame Room, 10,000 Square Feet
 - iii. NISN IOnet - Building 32, Room/room N-005, 750 Square Feet
 2. Mission Support Network Assets:
 - i. Building 1/room 55, NISN Gateway, 4428 Square Feet
 - ii. Building 1A, UPS Room, 240 Square Feet.
- b. The GSFC Disaster Recovery Team will address disaster recovery plans for NISN assets at GSFC, including providing back-up facility floor space, power, and a Center point of contact for disaster recovery activities, as well as ensuring NISN personnel are provided access to the Center/facility immediately following a disaster.

9. Support Services and Resources

- a. NISN shall:
 1. Provide CSR(s) and Gateway Techs with Marshall Space Flight Center (MSFC) Outsourcing Desktop Initiative for NASA (ODIN) personal laptop computers
- b. Center shall:
 1. Provide administrative communications such as Local Area Network (LAN), telephones, facsimile, to support daily operations at Center.
 2. Provide security, emergency medical care, and fire protection on the same level and scale as provided to other government facilities and personnel.
 3. Provide continuous access to the enumerated facilities by NISN personnel.
 4. Provide vehicle parking space co-located with the facilities occupied and/or used by NISN personnel.
 5. Provide routine janitorial service and maintenance of the building, grounds, and facilities for NISN use.

6. Provide emergency back up power (i.e., generator, (UPS).
7. Provide access to local safety, work order, and work processing systems required to accomplish daily business.
8. Provide access to site administrative services such as color printers, print shop, photographic support, copiers, and supplies.
9. Provide access to shipping, receiving, and transportation services as required for accomplishing daily business, but not funding.
10. Provide office supplies and furniture (i.e., paper, toner, pens, chairs, desk, credenzas, etc.) as available at each Center.
11. Provide access to site health care services at each Center
12. Provide a safe and clean work environment.
13. Provide Host Center support in the areas of real property, facilities, and services (i.e. utilities, shipping, receiving, medical services, supplies, and transportation, and security) as required to facilitate the implementation and operations of the NISN provided services.
14. Provide Plain-Old-Telephone Service (POTS) analog modem lines at each Service Delivery Point (SDP) at GSFC to support out-of-band network management capability.
15. Provide the necessary maintenance personnel to install spare Customer Located Network Equipment (CLNE) at the direction of the common carrier to minimize delays with callout and dispatch of maintenance personnel once a trouble is identified and isolated.

10. Commercial Telecommunications Carrier Demarcations

NISN contracts with and relies upon commercial telecommunications carriers for information transport services.

- a. NISN shall:
 1. Initiate and coordinate negotiation between the Center and the common carrier for the installation of new cabling or equipment by a carrier at the Center facility.
 2. Initiate and coordinate discussions between the Center and the common carrier for negotiation of right-of-ways.
 3. Coordinate with and obtain approval from the appropriate Host Center personnel for each requirement to extend NISN provided services from the NISN or commercial demark to users, activities, and/or offices at the Center.
- b. Center shall:
 1. Allow commercial telecommunications carriers to provide services to NISN occupied real property and facilities, or to such other demarcation points as may be

agreed upon, and to install such cabling and equipment as may be necessary to provide NISN with the services contracted for in order to meet host organization WAN service requirements.

2. Identify the Center point of contact for the local carrier to notify when installing NISN services on the Center
3. Execute appropriate lease agreements with the commercial telecommunications carriers for their use of any government facilities.
4. Provide access and connectivity to the Center communications, cabling, and wiring systems as required for the purpose of extending NISN provided services to users, activities, and/or offices at the Center.

11. Requirements Planning, Implementation and Operation

a. NISN shall:

1. Provide a process for submission of requirements for services to each Center. This process for requesting services is fully described in the NSD which is available at <http://nisen.nasa.gov> under the section on submitting NISN Service Requests (NSR).
2. Initiate annual requirements reviews of all NISN requirements.
3. Provide information as requested to assist the Center in processing changes through their Configuration Control Board (CCB). In the event of conflict between NISN and Center policies NISN will work diligently with the Center to resolve issues.
4. Attend local meetings, whenever possible, on a standing or invitation basis to help facilitate information flow between NISN and NISN customers.
5. Provide the Center/projects annual funding methodology and updates.
6. Advise the Center/projects of any new NISN Service offerings

b. Center shall:

1. Submit requirements for services using the established NISN procedures to include necessary security plan, funding strategy, and reasonable delivery timeline.
2. Ensure compliance with NPR 2810 and NITR 2810-2 guidelines for connection approvals and acceptable use of Agency IT resources.
 - A NISN connection only exchanges data between end user locations/systems
 - The sensitivity of unencrypted data exchanged between user locations via the NISN connection is Sensitive-But-Unclassified
 - Secure information being passed on the NISN connection must be protected through the use of FIPS 140-2 approved encryption mechanisms and is the responsibility of the end user organization and sponsoring NASA Center.

- All end users/organizations utilizing a NISN connection are expected to comply with the Privacy Act and Trade Secrets Act (18 U.S. Code 1905) and the Unauthorized Access Act (18 U.S. Code 2701 and 2710).
 - Upon discovering a security incident involving the NISN connection, the end user/Center representative will report the incident to the NASA Information Support Center (NISC) at 256-544-1771.
 - The end user/sponsoring NASA Center is responsible for auditing application processes and user activities involving the interconnection
 - Activities that will be recorded include event type, date and time of event, user identification, workstation identification, success or failure of access attempts, and security actions taken by system administrators or security officers
 - The end user (project/program/sponsoring NASA Center) is responsible for ensuring the compliance with all Agency IT security policies/guidelines of remote connections to off-site facilities/systems both domestically and internationally.
3. Conduct annual and ad hoc reviews of all Center NISN requirements.
 4. Work through the local Center personnel and Customer Service Representative for as much support as possible and diligently inform the Customer Service Representative of upcoming projects, meetings, requirements, etc.
 5. Provide support, access, and information for site surveys as necessary for NISN to develop designs, costs, and schedules for requirements.

12. ViTS/VoTS Facility Modifications When Required

(Video Teleconference System (ViTS) and Voice Teleconference System (VoTS) requirements often entail a need for local facilities work to satisfy customer needs. This work requires extensive coordination and cooperation between NISN Center Representatives, NISN CSRs, local Facilities personnel, and local contractors.

- a. NISN shall:
 1. Provide local facilities personnel with drawings, specifications, and technical assistance.
 2. Conduct site surveys to identify facilities requirements
 3. Coordinate and communicate facilities requirements as early as possible so as to reduce impact to service delivery schedules.
 4. Provide the necessary cabling and/or hardware and instructions, for any required asbestos work; however, NISN provides no asbestos expertise. NISN will not work in any area where asbestos hazards have not been abated.

5. Provide heating and cooling specific requirements in terms of British Thermal Units (BTU) for each project requiring local HVAC
 6. Provide specific structural specifications for wall stiffing and ceiling mounted devices
 7. Fabricate/cut openings in tables for installation of electronic interface boxes and drill holes in tables for cable installations
- b. Center shall:
1. Coordinate with designated NISN CSR and/or assigned engineer assigned to a specific task during all installations.
 2. When possible and economically feasible provide cable access pathways and alternating current (AC) power as specified in drawings provided by NISN.
 3. When ample facility resources are available, install all AC power that feeds NISN equipment on the same electrical phase and grounded.
 4. Provide surge suppression, filtering, and UPS when available depending on facility. Notify NISN if the power requirements cannot be met.
 5. Provide standard office space/conference room with independently controlled heating and air conditioning. If additional HVAC capacity is required then funding may be required to provide this capability.
 6. Maintain appropriate level of HVAC sound dampening to facilitate meetings and conferences. The acoustical levels must not exceed 52db of ambient noise during room operations. If additional HVAC sound dampening is required, then funding may be required to provide this capability depending on each situation.
 7. Provide core drills and conduit when required for extending cabling under floors or within walls. If core drills are required, funding by and coordination with the customer may be required to provide this capability.
 8. Mount NISN equipment per NISN specifications including video monitors, and provide reinforcement when necessary. It is a NISN responsibility to provide Center with instructions on mounting to different types of structures.
 9. Provide installation and relocation of NISN provided ceiling mounting brackets for cameras, video monitors, and projectors at locations provided by NISN. NISN is responsible to provide equipment-mounting specifications and to provide Center with instructions on mounting to different types of structures as required.
 10. Fabricate and/or relocate camera boxes (installed within walls) as per specifications provided by NISN. If fabrication is required, funding by and coordination with the customer may be required to provide this capability.
 11. Cut floor tiles when floor boxes and electrical connections are required on the floor. If fabrication and labor are required, funding by and coordination with the customer may be required to provide this capability.

13. Mission Services Implementation

In most cases, Mission Services require a higher level of attention to support real and near real time operations. They often utilize site personnel to perform or assist with installations. Centers must take this requirement into account when supporting Mission Services. Additionally, many Mission requirements are time sensitive and require prompt responses from site personnel in order to meet established customer installation dates.

- a. NISN shall:
 1. Ensure that appropriate NISN Mission Service is coordinated with the designated Mission Center Representative and the appropriate local Communications Service Request (CSR) is issued. The CSR process will entail all work associated with mission Buildings 3/14, 32, and the customer facilities on-site at GSFC.
 2. Coordinate with Center/project the end-to-end engineering associated with new implementations, modifications, and upgrades to existing services.
 3. Provide the Center/project with status of requirement or implementation of the service.
- b. Center Shall:
 1. Ensure that each NISN Mission Service is coordinated with and approved by the appropriate Mission Operations Manager for the Mission building complex.

14. Mission Routed Data Connection Security Checklist

All connections to NISN Internet Protocol (IP) Operational Network (IONet) require completion of the "IP Operational Network (IONet) Access Control Compliance Checklist" process before the connection is made. To prevent delaying implementation of service, the customer will begin work on this checklist at the time of requirement submittal. Refer to NPR 2810, Chapter 5, NITR 2810-2, and the IONET Access Protection Policy and Requirements for more information.

15. Mission Services Operations Support

Mission Operations typically have higher restoral and problem identification/resolution service levels (2 hours and < 1 minute) which often require 24 x 7 on-site support to successfully meet restoral times. The NISN Mission Operations Support Center located in Goddard Building 3/14 provides 24x7 support to the Mission Network.

- a. NISN shall:
 1. Provide a list of equipment and circuits subject to site support.
 2. Provide a list of NISN standing maintenance windows (Appendix A).
 3. Provide NISN Freeze policies, as described in NISN-SOP-0002, available from the documents section (Processes) off the NISN home page: http://nisl.nasa.gov/DOCUMENTS1/SOP_OperationsStandards.doc.

4. Provide intercenter operational communication circuits and services with an established interface.
 5. Assure/coordinate end-to-end circuit engineering.
 6. Provide end-to-end operational technical control.
 7. Identify and coordinate implementation of all new requirements with user/requester.
 8. Identify to GSFC any new communication circuits and/or services requirements.
 9. Schedule all NISN services for major test and when special manning is required.
 10. At the direction of GSFC Communications Manager (COMMGR), the common carrier will authorize its personnel to troubleshoot and reconfigure its SDP interfaces.
 11. Troubleshooting of the leased circuits and common carrier equipment may require turning control of the equipment back to the carrier. It is the responsibility of the COMMGR to coordinate releases for trouble shooting with the customer and the carrier.
- b. Center shall:
1. Have communications personnel with strong communications knowledge and experience to support troubleshooting efforts.
 2. Be able to support 24x7 operations.
 3. Have appropriate test equipment available for troubleshooting of NISN Mission circuits and equipment.
 4. Provide lists of on call personnel.
 5. Provide standing Center maintenance windows.
 6. Provide Center specific freeze policies.
 7. Coordinate with NISN and local communications organizations for implementation of all new circuit installations, activations, and testing.
 8. Provide technical support personnel during scheduled tests and when special manning is required.

Appendix A. NISN Standing Maintenance Windows

NISN has established a routine Preventative Maintenance (PM) window in order to perform actions necessary to maintain the health of the Mission Communications Network Infrastructure and Services. During these windows, there may be minor impacts to NISN Mission Services. Preventative Maintenance will not be performed during NISN Freezes and Critical Coverage Periods. NISN Network Scheduling Group (NNSG) Activity Notices will be sent to customers as a reminder of the activity and its potential impact to services five days in advance of the routine PM window. To be included in the NNSG Activity Notices, please e-mail 'nmsg@ncc-comm.gsfc.nasa.gov' and include information about what project you support and which NISN services you utilize.

PM windows for NISN Mission Routed Data Services are scheduled every Tuesday from 1800Z to 1830Z. During these standing PM windows, customers on IONET can expect to see one or more minor hits lasting a few seconds. There is no impact expected for Transmission Control Protocol (TCP)/IP data flows, and there will be no loss of connectivity. Multicast/User Data Protocol (UDP) data flows may drop blocks during those few seconds. Customers who may be sensitive to the impact as described above are encouraged to take this preventative maintenance window into account when scheduling their supports.

During the PM Window, activities may be scheduled which have a larger impact to a limited number of customers. These activities will be scheduled separately through the standard NNSG briefing process and coordinated with the impacted customers.

Routine PM Windows have not yet been established for other NISN Mission Communications Services. When they are established as determined by need, the same process will be followed as is described above for Mission Routed Data Services. For any questions regarding PMs, you may contact the UNITEs Mission Operations Manager Norman Reese (norman.reese@nasa.gov) at 301-286-6486 or the NISN Mission Operations Manager Victoria Stewart (vicki.stewart@nasa.gov) at 301-286-6205.

Standing PM windows are not currently established for NISN Mission Support services. Windows for performing actions necessary to maintain the health of the Mission Support Network Infrastructure and the various services are scheduled and coordinated in accordance with standard NISN policies and procedures on a case by case basis.

Please see NISN-SOP-0002, NASA Integrated Services Network (NISN) Standard Operating Procedure for Trouble Reporting, Activity Scheduling, Mission Freeze, and Major Outage Notifications and Operating Level Agreements (OLAs) for detailed information concerning the above referenced NISN Mission and Mission Support operational policies and procedures.

Appendix B. Center Standing Maintenance Windows

Appendix C. Abbreviations and Acronyms

AC	Alternating Current
BTU	British thermal unit
CCB	Configuration Control Board
CFO	Chief Financial Officer
CIG	Customer Interface Group
CIO	Chief Information Officer
CLNE	Customer Located Network Equipment
COMMGR	
CSR	Customer Service Representative; Communications Service Request
GSFC	Goddard Space Flight Center
HVAC	Heating, Ventilation, and Air Conditioning
IONet	Internet Protocol Operational Network
IT	Information Technology
LAN	Local Area Network
MEI	Mission Essential Infrastructure
MSFC	Marshall Space Flight Center
MOA	Memorandum of Agreement
NASA	National Aeronautics and Space Administration
NISC	NASA Information Support Center
NISN	NASA Integrated Services Network
NNSG	NISN Network Scheduling Group
NSD	NISN Services Document
NSR	NISN Service Request

ODIN	Outsourcing Desktop Initiative for NASA
OLA	Operating Level Agreement
PM	Preventive Maintenance
POTS	Plain-Old-Telephone-Service
PRP	Personnel Reliability Program
PSLA	Project Service Level Agreement
RF	Radio Frequency
SDP	Service Delivery Point
SOP	Standard Operating Procedure
TCP/IP	Transmission Control Protocol/ Internet Protocol
UDP	User Data Protocol
UPS	Uninterruptible Power Supply
ViTS	Video Teleconferencing Service
VoTS	Voice Teleconferencing Service
WAN	Wide Area Network
TBD	to be determined